

From the Office of State Long-Term Care Ombudsman

For this month's listserv message, we are sending a link to the Annual Report of the Office of State Long-Term Care Ombudsman. This report reflects the efforts of the Office during federal fiscal year 2012. The annual report is developed pursuant to Iowa Code 231.42(d) which requires that this Office annually report to the governor and general assembly on:

1. The activities of the Office; and
2. Recommendations for improving the health, safety, welfare, and rights of residents and tenants of long-term care facilities, assisted living programs, and elder group homes.

You may access the [annual report](https://www.iowaaging.gov/sites/files/aging/documents/Annual_Report-FFY2012_0.pdf) from our website at https://www.iowaaging.gov/sites/files/aging/documents/Annual_Report-FFY2012_0.pdf.

The mission of the Office of the State Long-Term Care Ombudsman is to protect the health, safety, welfare, and rights of individuals residing in long-term care by investigating complaints, seeking resolutions to problems, and providing advocacy with the goal of enhancing quality of life and care.